



# Board of Trustees

April 16, 2019

Committee Reports  
&  
Board Packet

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For Board Packet 4-30-19

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TO: Robert E. DeJournett, President,  
and all other Board Members

FROM: Dawn Distler, Executive Director/Secretary-Treasurer

DATE: April 22, 2019

RE: Monthly Update

Board Members,

We have a lot to celebrate this month. Public transportation and mobility options for our state were on the minds of almost everyone. We worked diligently with our transit partners at the Ohio Public Transportation Association and were able to see our state legislators pass a budget that includes dedicated money for public transportation for the next 2 years. Leader Emilia Sykes came to visit us at METRO HQ and was one of the many champions for this cause as she fought hard to make sure public transit money was not dropped from this budget. Representative Bill Roemer also voted for this bill after coming to visit us and tour our facilities. We visited countless others in Columbus in February and these efforts were rewarded in April. Public transportation knows no boundaries and is important for both sides of the aisle to invest in its future. If you see your state representative, please say 'thank you' to them for their support in this effort.

Congratulations to our own talented folks as we celebrate recognition for board member Don Christian as one of Leadership Akron's "New Community Leaders" and director of planning, Valerie Shea on her award for "International Member of the Year" by WTS. We continue to watch METRO RTA and its dedicated team members come to the forefront of the minds of those organizations who are shaping our city and region.

I am excited this month to embark on our new committee structure for you and the leadership team this month. The committees who have met so far have been very productive, and the excitement and energy that has come from the first meetings is contagious. I truly believe the committees are the meat and potatoes of building our organization and taking it to the next level. My team and I appreciate your commitment to these committee and board meetings and your perspective on what we are trying to accomplish together. We look forward to seeing you on Tuesday at 9AM.

Yours in accessible transportation,

Dawn Distler  
Executive Director

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## MARCH 2019 OPERATIONS REPORT

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The training hours for the month of March totaled 680. The training consisted of New Hire Training, Refresher Training, Line-Service training, Specialty Training, and mandatory training per the Preventable Accident Policy.

A representative from Motor Coach Industries (MCI), was on site Tuesday, March 12. The purpose of the visit was to showcase the new commuter coach (CRT). METRO operators, mechanics and other team members had an opportunity to ask the MCI representative various questions regarding the new coach. The major difference in the CRT and the 2000 series style buses that we currently have is the low-floor mobility/ADA boarding area. Overall the feedback was positive and the visit was informative.

METRO operators were recognized by Mayor Dan Horrigan on Thursday, March 21. Mayor Horrigan presented METRO with a proclamation marking March 18 as Transit Driver Appreciation Day. Several Board Members also joined the Mayor and METRO team at 6:30 a.m. to celebrate this occasion. Thank you for your continued support.

The spring sign-up (process of selecting assignments by seniority) began on March 25<sup>th</sup> and continued through March 27th. The actual spring sign-up (date that operators begin new routes) began on Sunday, April 7 and will end on Saturday, June 1.

On Friday, March 29, the Executive Director and the Director of Operations attended the “LEVEL” Luncheon at the Hilton Akron/Fairlawn. The event was hosted by the Akron Urban League and the purpose was to engage various members of the community and organizations to have a conversation to raise awareness, lower bias and create equity. The “LEVEL” Luncheon will be followed by a series of subsequent lunch and learn diversity and inclusion workshops throughout the remainder of the year.

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## MARCH 2019 CUSTOMER SERVICE AND PARATRANSIT REPORT

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**PARATRANSIT PASSENGERS:** 23,049 passengers transported in March, up from last month by 1,393 and down from March 2018 by 1,135 passengers. Weather typically plays a role in changing passenger counts.

**NON-EMERGENCY TRANSPORTATION (NET):** 2,718 passengers transported in March. With changes in Medicaid at the state and county levels, we transported 1,234 less passengers this March than last month, and 1,851 less passengers from March 2018. All three providers of the NET program will continue to experience changes as administration of the program evolves.

**CARE CENTER CALL NUMBERS:** 30,426 calls were answered during the month. Of that, 10,125 calls were line-service information and the balance 20,301 calls were paratransit reservations and paratransit returns and/or cancellations. Total call volume answered was consistent with March 2018. The trend continues with a decline in information calls as other options are available for passengers.

**APPLICATIONS FOR PARATRANSIT SERVICE:** 180 applications were received in the month; application count is typically high in March and this was no exception. On the Reduced Fare line-service side, we approved 21 new applicants and renewed passes for 12 existing passengers. There were 10 ADA applications processed for ADA service. SCAT service had the largest amount of applications received with 35 new passengers receiving service and an additional 21 passengers had their services renewed.

**AGENCY AUDITS:** Direction Home conducted a compliance audit on our Title III contract. This audit is mandated by the Ohio Department of Aging. Our method of handling program income, cash and in-kind match and cost sharing was reviewed. I am happy to report that we successfully passed the audit with no issues found related to our fiscal monitoring policies and procedures.

**TRAINING, MOBILITY, ELIGIBILITY AND COMMUNITY INVOLVEMENT:** Twenty-four (24) passengers utilizing a mobility device were brought into METRO offices for the mandatory wheelchair weight and inspection and advocacy training. As a team we were involved in 46.25 hours of relevant training during the month of March to aid us in providing better service to our passengers. Customer Service team members attended the following events in the month of March: Employing the Community event hosted by DJFS at the Job Center, AMHA HCVP event, WIC Advisory Board, World Relief, East Akron Neighborhood Development Emergency Taskforce, Standdown for Homeless Veterans, Mayor Horrigan’s Senior Commission, Minority Behavioral Health Group, Access Meeting, Firestone High School, Summit County Agency Networking Meeting, Foster Grandparents, Northern Summit County Youth Transition Fair and Clergy On-Board hosted by METRO.

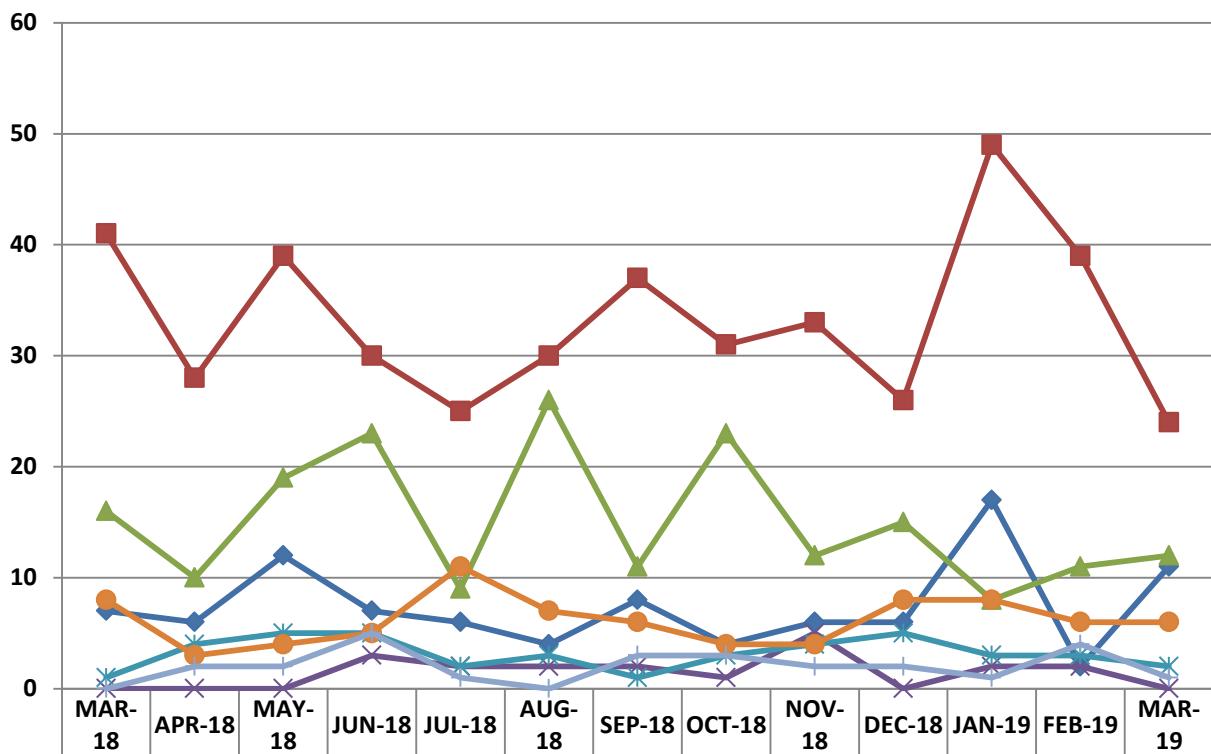
# METRO MAINTENANCE

## April 2019 Update

	Average Monthly Repeat Road Calls (for the same vehicle)	Average Monthly Road Calls	Miles Between Road Calls (total miles divided by total road calls)
2015	26.9	88	5914
2016	26.6	84	6020
2017	22.1	82	6285
2018	16.9	76	6890
2019	19.3	78	6556
	Up 14%	Up 13%	Down -16%

- Miles Between Road Calls for March was 8,500, which represents the best month for reliability since June of 2017.

## Road Calls by Fleet Type



	MAR-18	APR-18	MAY-18	JUN-18	JUL-18	AUG-18	SEP-18	OCT-18	NOV-18	DEC-18	JAN-19	FEB-19	MAR-19
35' Gillig Diesel	7	6	12	7	6	4	8	4	6	6	17	2	11
40' Gillig CNG	41	28	39	30	25	30	37	31	33	26	49	39	24
40' Gillig Diesel	16	10	19	23	9	26	11	23	12	15	8	11	12
40' Gillig Hybrid Diesel	0	0	0	3	2	2	2	1	5	0	2	2	0
45' Motorcoach Industries	1	4	5	5	2	3	1	3	4	5	3	3	2
60' New Flyer CNG	8	3	4	5	11	7	6	4	4	8	8	6	6
35' Gillig CNG DASH	0	2	2	5	1	0	3	3	2	2	1	4	1

**METRO RTA**  
**MONTHLY BOARD MEETING AGENDA**  
**ROBERT K. PFAFF TRANSIT CENTER**  
**TUESDAY, APRIL 30, 2019**  
**9:00 A.M.**

**ITEM 1:** **CALL TO ORDER:**

**ITEM 2:** **AUDIENCE PARTICIPATION:**

Any individual or representative of a group may take two (2) minutes to address the Board on any topic on the agenda. Anyone desiring more time than provided herein, shall notify the Secretary-Treasurer by the Tuesday preceding the Board meeting so that he/she may be placed on the Agenda for a maximum of five (5) minutes. METRO's Board Meetings are held the last Tuesday of the month as stated within Resolution 2016-28, unless otherwise noted.

**ITEM 3:** **RECOGNITION**

None

**ITEM 4:** **BOARD MINUTES:**

\*Approval of Board Meeting Minutes for March 26, 2019.

**ITEM 5:** **COMMITTEE REPORTS & RESOLUTIONS:**

**Finance / Audit Committee**

Chair: Nicholas Fernandez

**Planning / Marketing / Rail Committee**

Chair: Donald Christian

**The APD Group**

(Human Resources / Safety / Security)

Chair: Louise Gissendaner

**Customer Experience and Service Performance Committee**  
(Maintenance / Operations / Customer Service / Paratransit)

Chair: Mark Derrig

**Governance Committee**

Chair: Gary Spring

**ITEM 6:      EXECUTIVE SESSION**

**ITEM 7:      OTHER BUSINESS:**

**ITEM 8:      OFFICERS' REPORT:**

- President
- Executive Director

**ITEM 9:      CALL FOR ADJOURNMENT:**

\*Denotes items that need approval of the Board

*Next Scheduled Meeting – May 28, 2019*

**METRO RTA  
BOARD MINUTES  
ROBERT K. PFAFF TRANSIT CENTER  
TUESDAY, MARCH 26, 2019**

**Trustees Present:** Mark Derrig, Robert DeJournett, Donald Christian, Renee Greene, Louise Gissendaner, Gary Spring, Chuck Rector, Nick Fernandez, David Prentice

**Trustees Absent:** Jack Hefner, Heather Heslop Licata, Stephan Kremer

**Employees Present:** Angela Neeley, Bambi Miller, Dana Gibitz, Dawn Distler, DeHavilland McCall, Halee Gerenday, Jamie Saylor, Jarrod Hampshire, Jay Hunter, Lori Stokes, Molly Becker, Quentin Wyatt, Rick Cipro, Shawn Metcalf, Sue Ketelsen, Tim Smith, Valerie Shea

**Guests Present:** Dr. Daniel Van Epps (Stark County Area Broadband Task Team), Operator Mike Adniskey

**CALL TO ORDER**

Mr. DeJournett called the meeting to order at 9:00 a.m.

**AUDIENCE PARTICIPATION**

None

**RECOGNITION**

Operator Mike Adniskey recognized for 25 years of safe driving, and retiring in April 2019. He was presented with a plaque, and had his picture taken by Communications Specialist Halee Heironimus with Ms. DeHavilland McCall, Director of Operations, and Mr. Jamie Saylor, Chief Dispatcher. Ms. McCall thanked him for his dedicated service to METRO.

**APPROVAL OF MINUTES**

Mr. DeJournett asked for a motion to approve the Minutes of the February 26, 2019 meeting. Ms. Greene made a motion for approval, seconded by Mr. Rector. The minutes were unanimously approved by the Board.

**FINANCE COMMITTEE**

Mr. Fernandez reported that the Finance Committee met. Ms. Neeley reviewed financials.

**Resolution 2019-04** authorizing the appointment of trustees to the Health Transit Pool of Ohio was presented for consideration. Mr. Fernandez made a motion for approval, seconded by Mr. Prentice. Resolution 2019-04 was unanimously approved by the Board.

A presentation was given by Ms. Dana Gibitz, Manager of Procurement.

## **MARKETING AND SERVICE PLANNING COMMITTEE**

The Marketing and Service Planning Committee met. Updates were given by Ms. Shea and Ms. Becker. No actions were requested.

## **RAIL OPERATIONS COMMITTEE**

The Rail Operations Committee met. There was no report.

## **HUMAN RESOURCES**

Mr. DeJournett reported that the Human Resources Committee did meet. He reported that 13 new operators had been hired, and also that a meeting had occurred with TWU.

## **SAFETY COMMITTEE**

The Safety Committee met. Mr. Prentice reported that there 10 accidents the previous month, with 4 of them preventable, and 6 non-preventable. No actions were requested.

## **OFFICERS' REPORT**

### **President:**

Mr. DeJournett reported that he had attended the APTA Legislative Conference in Washington, D.C., and he spoke of some things he had learned there. April 25<sup>th</sup> is “Get On Board” Day for transit systems across the country. Mr. DeJournett mentioned the many opportunities for Board Members to attend seminars and conferences, and he encouraged everyone to take advantage of them. The previous day (March 25<sup>th</sup>) was the “Clergy On Board” event, which was attended by leaders from local faith-based organizations. The group was taken by bus to City BBQ, where a presentation was given, and food was served. Appreciation was given to board members who took the time to complete the survey which they were sent.

### **Executive Director:**

Ms. Distler also thanked the Board for completing the surveys which were distributed. She went over some of the responses and what they might mean for future plans. Overall, there was a sense of approval for how the retreat went. The priorities going forward were stated to be cohesiveness and leadership, as well as outreach and how we should move into the future. We should continue to look for ways that we can serve the community within the budgeted resources that we have.

Ms. Distler described the success of Transit Driver Appreciation Day, and how appreciative the operators were to have a visit from Akron’s own Mayor Dan Horrigan. Mayor Horrigan issued a proclamation that March 18<sup>th</sup>, 2019 was to be Transit Driver Appreciation Day in the city of Akron. The mayor met many of the operators and leadership team of METRO, as well as board trustees and other team members.

## **OTHER BUSINESS**

None

## **EXECUTIVE SESSION:**

None

## **ADJOURNMENT**

There being no other business to come before the Board, Mr. Spring made a motion to adjourn, seconded by Mr. Christian. The motion to adjourn was unanimously approved, and the meeting adjourned at 9:51 a.m.

## **CERTIFICATE OF COMPLIANCE**

Pursuant to Section III, Article 3.2 of the Rules & Regulations of the METRO Regional Transit Authority, METRO has complied with the Notice and Notification to the public and news media.

**DATE APPROVED:** April 30, 2019

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**ROBERT E. DEJOURNETT,  
PRESIDENT**

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**DAWN S. DISTLER,  
EXECUTIVE DIRECTOR/  
SECRETARY-TREASURER**

# Finance/Audit Committee

## Finance & Audit Committee

Chair: Nicholas Fernandez

Heather Heslop Licata

Stephan Kremer

David Prentice

Leadership Team Members: Angela Neeley

FINANCE DASHBOARD				
March 31, 2019	Revenues			
	Actual	Budget	Variance	Explanation
Total Revenues	\$ 13,377,043	\$ 13,501,529	🔴	Although we spent less than we received in March, resulting in positive net income, we are still below budget for revenues.
Sales tax	\$ 11,689,577	\$ 11,403,141	✓	
Federal Grants	\$ -	\$ -	✓	
Expenses				
	Actual	Budget		Explanation
Total Operating Expenses*	\$ 13,270,854	\$ 14,235,349	✓	
Wages	\$ 5,691,277	\$ 6,167,193	✓	
Benefits	\$ 4,263,591	\$ 4,428,000	✓	

\*Not including depreciation



Favorable Variance



Unfavorable Variance

### Grant Activity for the month:

GRANT NAME	APPLICATION DATE	AMOUNT	WHAT FOR	STATUS
DERG	10/29/18	\$ 735,000	2 Large CNG	Approved (Dec 31st)
UTP (ODOT)	10/02/18	\$ 638,893	PM*	Approved (Dec 18th Adding to BlackCat)
OTPPP (ODOT)	10/08/18	\$ 2,000,000	22 Small Buses	Approved (Changed to 22 Small Buses)
CMAQ	10/01/18	\$ 2,200,000	3 Large CNG	Submitted 1/17/19 Approved 11/14 (Adding to BlackCat)
SUPER GRANT	09/20/18	\$ 15,000,000	Large Buses, Small buses, PM*	Approved (Drew Down Funds in Dec)

\*Preventative Maintenance

**CONSOLIDATED INCOME STATEMENT**  
**SCHEDULED & SCAT SERVICES**  
**METRO Regional Transit Authority**  
**MARCH 2019**

CURRENT MONTH					YEAR TO DATE					BUDGET	YTD %
ACTUAL	BUDGET	LAST YEAR	VARIANCE	REVENUES	ACTUAL	BUDGET	LAST YEAR	VARIANCE	CHANGE		
327,754	308,333	300,359	6.3%	Passenger Fares	858,113	925,000	911,974	-7.2%	-5.9%		
45,589	50,526	40,503	-9.8%	Advertising Revenue	123,283	151,577	94,277	-18.7%	30.8%		
373,343	358,859	340,861	4.0%	Total Operating	981,396	1,076,577	1,006,251	-8.8%	-2.5%		
117,543	189,687	77,684	-38.0%	Non-Transportation	271,262	569,061	2,049,699	-52.3%	-86.8%		
12,891	9,583	501	34.5%	Rail Related Revenue	20,189	28,750	24,119	-29.8%	-16.3%		
Local Subsidy											
3,369,870	3,801,047	4,603,296	-11.3%	METRO Tax	11,689,577	11,403,141	12,365,861	2.5%	-5.5%		
100,977	124,667	173,875	-19.0%	Local Contracted Services	384,076	374,000	516,768	2.7%	-25.7%		
9,996	16,667	11,777	-40.0%	State Subsidy	30,543	50,000	34,075	-38.9%	-10.4%		
0	0	0	0.0%	Federal Subsidy	0	0	118,158	0.0%	-100.0%		
<b>3,984,619</b>	<b>4,500,510</b>	<b>5,207,994</b>	<b>-11.5%</b>	<b>TOTAL REVENUES</b>	<b>13,377,043</b>	<b>13,501,529</b>	<b>16,114,932</b>	<b>-0.9%</b>	<b>-17.0%</b>		
<b>EXPENSES</b>											
1,885,343	2,055,731	2,080,713	-8.3%	Wages and Salaries	5,691,277	6,167,193	5,835,419	-7.7%	-2.5%		
1,457,123	1,476,000	1,501,518	-1.3%	Fringe Benefits	4,263,591	4,428,000	3,775,440	-3.7%	12.9%		
264,504	246,152	297,248	7.5%	Services	851,421	847,791	763,879	0.4%	11.5%		
279,506	421,740	301,764	-33.7%	Materials and Supplies	940,784	1,265,221	953,602	-25.6%	-1.3%		
143,844	138,562	163,909	3.8%	Fuel	497,835	415,685	457,582	19.8%	8.8%		
84,132	79,930	87,867	5.3%	Utilities	254,052	239,790	261,145	5.9%	-2.7%		
97,482	74,417	53,343	31.0%	Casualty and Liability	142,280	223,250	221,571	-36.3%	-35.8%		
162,447	166,733	165,100	-2.6%	Purchased Transportation	481,111	500,200	460,003	-3.8%	4.6%		
40,399	49,406	34,590	-18.2%	Other Expenses	148,502	148,218	109,572	0.2%	35.5%		
<b>4,414,779</b>	<b>4,708,671</b>	<b>4,686,051</b>	<b>-6.2%</b>	<b>TOTAL OPERATING EXPENS</b>	<b>13,270,854</b>	<b>14,235,349</b>	<b>12,838,211</b>	<b>-6.8%</b>	<b>3.4%</b>		
(430,160)	(208,161)	521,943	-106.6%	NET INCOME (LOSS) Before Depreciation	106,189	(733,819)	3,276,721	114.5%	-96.8%		
473	473	1,424	-0.1%	Depreciation Operating	1,931	1,931	4,272	0.0%	-54.8%		
799,544	799,544	802,766	0.0%	Depreciation Capital	2,388,297	2,388,297	2,498,994	0.0%	-4.4%		
5,214,796	5,508,688	5,490,241	-5.3%	TOTAL EXPENSES	15,661,082	16,625,577	15,341,477	-5.8%	2.1%		
(1,230,176)	(1,008,178)	(282,247)	-22.0%	NET INCOME (LOSS) After Depreciation	(2,284,039)	(3,124,048)	773,455	26.9%	-395.3%		

**METRO Regional Transit Authority**  
**FRINGE BENEFITS**

CURRENT MONTH				MARCH 2019		YEAR TO DATE			
				BUDGET					
ACTUAL	BUDGET	LAST YEAR	VARIANCE			ACTUAL	BUDGET	LAST YEAR	VARIANCE
517,070	452,430	517,308	14.3%	P E R S		1,224,667	1,357,289	1,200,631	-9.8%
676,126	696,983	765,897	-3.0%	HOSP-MEDICAL		2,218,015	2,090,950	1,828,672	6.08%
22,956	0	20,490		DENTAL		63,516	0	65,508	
2,447	0	1,878		LIFE-INS		7,326	0	2,867	
4,790	0	0		UNEMPLOYMENT		5,374	0	0	
82,048	57,839	42,372	41.9%	W. COMPENSATION		176,746	173,516	141,134	1.9%
7,113	8,444	20,254	-15.8%	SICK LEAVE		36,908	25,333	28,806	45.7%
47,043	99,011	51,057	-52.5%	HOLIDAY PAY		275,504	297,034	254,892	-7.2%
94,197	148,018	78,771	-36.4%	VACATION PAY		243,401	444,053	236,348	-45.2%
3,333	13,275	3,492	-74.9%	UNIFORM ALLOWANCE		12,134	39,825	14,616	-69.5%
0	0	0		DEFER COMP EMPLR		0	0	1,966	
<b>1,457,123</b>				<b>TOTAL FRINGE BENEFITS</b>		<b>4,263,591</b>	<b>4,428,000</b>	<b>3,775,440</b>	<b>-3.7%</b>

**METRO REGIONAL TRANSIT AUTHORITY**

**Consolidated Summary**

**Balance Sheet**

<b>ASSETS</b>	<b>MARCH 31, 2019 &amp; 2018</b>		<b>LIABILITIES AND CAPITAL</b>		<b>2019</b>	<b>2018</b>
	<b>2019</b>	<b>2018</b>				
<b>Current Assets:</b>						
Cash	3,847,070.44	2,785,400.49	Current Liabilities:		362,677.36	586,562.61
Short Term Investmt (sweep/repur)	0.00	2,161,711.00	Accounts Payable		2,744,779.48	2,556,557.11
Capital Fund (Restricted)	6,323.60	6,323.60	Accrued Payroll		227,519.80	393,403.81
HB Contingency Trust	10,726,725.25	10,533,364.57	Capital Contract Payable		0.00	0.00
HB Savings	16,418,981.04	10,020,019.87				
Fifth Third Investment Acct	7,270,945.84	7,098,268.07				
HB Investment Agcy	4,793,244.10	4,695,398.31				
Total Cash	<u>43,063,290.27</u>	<u>37,300,485.91</u>	Short Term Debt	0.00	0.00	
Receivables, Inventory & Prepaid :			Other	<u>292,848.43</u>	<u>71,671.76</u>	
Trade, Less allowance	251,353.25	230,573.57	Total Current Liabilities	<u>3,627,825.07</u>	<u>3,608,195.29</u>	
Federal Assistance	6,967,096.00	5,897,274.00				
State Assistance	0.00	0.00	Other Liabilities:			
Sales Tax Receivable	10,952,435.15	8,124,213.31	Long Term Debt	0.00	0.00	
Material & Supplies Inventory	1,672,635.74	1,828,675.77	Net Pension Liability	19,171,267.00	19,171,267.00	<sup>15</sup>
Prepaid Expenses	<u>3,003,735.28</u>	<u>3,959,784.47</u>	Deferred Inflows	336,801.00	336,801.00	
Total Rec'v, Inv, & PP	<u>22,847,255.42</u>	<u>20,040,521.12</u>	Deferred Revenue	108,178.44	90,292.00	
Property, Facilities & Equipment			Other Estimated Liabilities	<u>1,000.00</u>	<u>1,000.00</u>	
Construction in Progress	240,149.55	2,641,394.01	Total Other Liabilities	<u>19,617,246.44</u>	<u>19,599,360.00</u>	
Land	4,480,557.96	4,480,557.96				
Building & Improvements	58,378,803.48	56,656,461.07				
Transportation Equipment	76,877,405.20	72,675,757.20				
Other Equipment	12,733,520.60	11,900,166.72	Capital & Accumulated Earnings:			
Rail right-of-way	10,653,206.00	10,653,206.00	Capital Grant: State & Federal	22,960,943.33	32,905,799.87	
Rail Infrastructure	8,983,520.80	8,270,372.94	Accumulated Earnings	<u>109,608,921.72</u>	<u>96,026,012.59</u>	
Total Fixed Assets	<u>172,347,163.59</u>	<u>167,277,915.90</u>	Total Grants & Accum Earning	<u>132,569,865.05</u>	<u>128,931,812.46</u>	
Less allowance for depreciation	<u>(85,932,227.79)</u>	<u>(75,974,675.69)</u>				
Total Fixed Assets (net of deprec)	<u>86,414,935.80</u>	<u>91,303,240.21</u>				
Deferred Outflows	3,485,891.00	3,485,891.00				
Deferred Charges & Other Assets	3,564.07	9,229.51				
Total Deferred	<u>3,489,455.07</u>	<u>3,495,120.51</u>				
Total Assets	<b>\$ 155,814,936.56</b>	<b>\$ 152,139,367.75</b>	Total Liability and Earnings	<b>\$ 155,814,936.56</b>	<b>\$ 152,139,367.75</b>	

# Planning / Marketing / Rail Committee

## Planning / Marketing / Rail Committee

Chair: Donald Christian

Renee Greene

Gary Spring

Jack Hefner

Leadership Team Members: Valerie Shea/Molly Becker

**March 2019**  
**Performance Reports**  
**Combined Service**

Current Month			Percentage Changed	Year to Date		
2019	2018			2019	2018	Percentage Changed
<b>Service Day Data</b>						
21	22	-4.55%	Weekdays Operated	63	64	-1.56%
5	5	0.00%	Saturdays Operated	13	13	0.00%
5	4	25.00%	Sundays Operated	13	12	8.33%
<b>Passenger Data</b>						
420,260	438,828	-4.23%	Total Passengers	1,211,408	1,240,837	-2.37%
16,978	17,181	-1.18%	Average Weekday Passengers	16,646	16,898	-1.49%
7,405	7,565	-2.11%	Average Saturday Passengers	7,251	7,112	1.95%
3,978	4,128	-3.63%	Average Sunday Passengers	3,925	4,108	-4.45%
<b>Service Level Data</b>						
601,814	623,108	-3.42%	Total Vehicle Miles	1,746,519	1,773,671	-1.53%
502,996	527,668	-4.68%	Total Vehicle Revenue Miles	1,468,981	1,501,759	-2.18%
0.8355	0.8316	0.47%	Average Passengers per Vehicle Revenue Mile	0.8247	0.8263	-0.19%
43,360	43,208	0.35%	Total Vehicle Hours	123,989	124,194	-0.16%
37,182	38,743	-4.03%	Total Vehicle Revenue Hours	108,986	111,291	-2.07%
11.3028	11.3266	-0.21%	Average Passengers per Vehicle Revenue Hour	11.1153	11.1495	-0.31%
<b>Financial Data</b>						
\$190,464	\$193,125	-1.38%	Cash Fares	\$491,320	\$551,668	-10.94%
\$137,290	\$107,235	28.03%	Ticket and Pass Revenue	\$366,793	\$360,309	1.80%
\$80,144	\$153,041	-47.63%	Other Fare Related Revenue	\$321,576	\$454,266	-29.21%
11.4%	11.9%	-4.03%	Percentage Total Farebox Recovery	8.9%	10.7%	-17.23%
\$8.78	\$8.88	-1.19%	Average Cost per Vehicle Revenue Mile	\$9.04	\$8.47	6.64%
\$118.75	\$120.99	-1.85%	Average Cost per Vehicle Revenue Hour	\$121.78	\$114.33	6.52%
\$10.51	\$10.68	-1.65%	Average Cost per Passenger	\$10.96	\$10.25	6.85%
<b>Safety Data</b>						
5	2	150.00%	Preventable Accidents	15	11	36.36%
4	3	33.33%	Nonpreventable Accidents	19	23	-17.39%
9	5	80.00%	Total Accidents	34	34	0.00%

Known DASH reporting error for February and March 2019. The issue is being investigated and line service numbers will be revised when resolved.

**March 2019**  
**Performance Reports**  
**SCAT/ADA Paratransit Service**

**Current Month**

2019	2018	Percentage Changed
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**Year to Date**

2019	2018	Percentage Changed
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**Service Day Data**

21	22	-4.55%	Weekdays Operated	63	64	-1.56%
5	5	0.00%	Saturdays Operated	13	13	0.00%
5	4	25.00%	Sundays Operated	13	12	8.33%

**Passenger Data**

23,049	24,184	-4.69%	Total Passengers	64,682	67,646	-4.38%
744	780	-4.69%	Average Passengers per Day	727	760	-4.38%
85.60	75.00	14.13%	Average Saturday ADA Passengers	81.2	75.9	6.99%
39.80	35.25	12.91%	Average Sunday ADA Passengers	32.6	33.7	-3.12%
62.35	54.55	14.31%	Average Total ADA Passengers	56.9	52.7	8.05%
5,628	5,753	-2.17%	Total Purchased Transportation Pass.	16,120	16,278	-0.97%

**Service Level Data**

143,759	150,764	-4.65%	Total METRO Vehicle Miles	412,417	420,316	-1.88%
56,465	58,048	-2.73%	Total Purchased Trans. Vehicle Miles	163,238	157,555	3.61%
200,224	208,812	-4.11%	Total Vehicle Miles	575,655	577,871	-0.38%
162,693	172,455	-5.66%	Total Revenue Miles	466,065	475,370	-1.96%
0.14167	0.14023	1.03%	Average Pass. per Revenue Vehicle Mile	0.1388	0.1423	-2.47%
14,973	13,904	7.69%	Total Vehicle Hours	40,535	39,549	2.49%
10,715	11,351	-5.60%	Total Vehicle Revenue Hours	31,106	32,205	-3.41%
2.1511	2.1306	0.96%	Average Pass. per Vehicle Revenue Hour	2.0794	2.1005	-1.00%
92%	90%	2.22%	On-time Performance - METRO	91%	91%	0.37%
93%	90%	3.33%	On-time Performance - Purchased Transportation	93%	89%	3.73%

**Financial Data**

\$47,065	\$49,214	-4.37%	Cash Fares	\$131,896	\$137,564	-4.12%
\$6,079	\$5,125	18.61%	Ticket and Pass Revenue	\$16,053	\$18,579	-13.60%
\$58,826	\$84,794	-30.63%	Other Fare Related Revenue	\$166,101	\$263,064	-36.86%
13.1%	15.7%	-16.29%	Percentage Total Farebox Recovery	12.4%	17.2%	-28.01%
\$6.07	\$5.94	2.20%	Average Cost per Vehicle Revenue Mile - METRO	\$6.34	\$5.86	8.23%
\$3.31	\$3.24	2.28%	Average Cost per Vehicle Revenue Mile - Purchased Transportation	\$3.39	\$3.33	1.59%
\$87.70	\$87.22	0.54%	Average Cost per Vehicle Revenue Hour - METRO	\$90.30	\$84.23	7.21%
\$56.98	\$53.57	6.37%	Average Cost per Vehicle Revenue Hour - Purchased Transportation	\$57.66	\$52.72	9.38%
\$39.59	\$39.13	1.16%	Average Cost per Passenger - METRO	\$42.33	\$38.50	9.94%
\$28.86	\$28.70	0.58%	Average Cost per Passenger - Purchased Transportation	\$29.85	\$28.26	5.61%
3.0	2.5	20.00%	Average Small Bus Age	3.0	2.5	20.00%

**Safety Data**

2	1	100.00%	Preventable Accidents	5	5	0.00%
1	1	0.00%	Nonpreventable Accidents	4	5	-20.00%
3	2	50.00%	Total Accidents	9	10	-10.00%

**March 2019**  
**Performance Reports**  
**Line Service**

**Current Month**

2019	2018	Percentage Changed
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**Year to Date**

2019	2018	Percentage Changed
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**Service Day Data**

21	22	-4.55%	Weekdays Operated	63	64	-1.56%
5	5	0.00%	Saturdays Operated	13	13	0.00%
5	4	25.00%	Sundays Operated	13	12	8.33%

**Passenger Data**

397,211	414,644	-4.20%	Total Passengers	1,146,726	1,173,191	-2.26%
16,234	16,401	-1.02%	Average Weekday Passengers	15,919	16,138	-1.36%
7,320	7,490	-2.27%	Average Saturday Passengers	7,170	7,037	1.90%
3,938	4,092	-3.77%	Average Sunday Passengers	3,893	4,074	-4.46%

**Service Level Data**

401,590	414,296	-3.07%	Total Vehicle Miles	1,170,864	1,195,800	-2.09%
340,303	355,213	-4.20%	Total Vehicle Revenue Miles	1,002,916	1,026,389	-2.29%
343,013	355,213	-3.43%	Total Scheduled Vehicle Revenue Miles	1,011,160	1,026,389	-1.48%
1.1580	1.1673	-0.80%	Average Passenger per Revenue Vehicle Mile	1.1434	1.1430	0.03%
28,387	29,304	-3.13%	Total Vehicle Hours	83,454	84,645	-1.41%
26,467	27,392	-3.38%	Total Vehicle Revenue Hours	77,880	79,086	-1.53%
26,467	27,392	-3.38%	Total Scheduled Vehicle Revenue Hours	77,880	79,086	-1.53%
15.0078	15.1374	-0.86%	Average Passenger per Vehicle Revenue Hour	14.7244	14.8344	-0.74%
81%	83%	-2.05%	On-time Performance	80%	80%	-0.37%

**Financial Data**

\$143,399	\$143,911	-0.36%	Cash Fares	\$359,424	\$414,104	-13.20%
\$131,211	\$102,110	28.50%	Ticket and Pass Revenue	\$350,741	\$341,730	2.64%
\$21,318	\$68,247	-68.76%	Other Fare Related Revenue	\$155,475	\$191,202	-18.69%
8.3%	8.3%	0.45%	Percentage Total FareBox Recovery	8.1%	9.2%	-12.43%
\$10.39	\$10.70	-2.93%	Average Cost per Vehicle Revenue Mile	\$10.70	\$10.02	6.82%
\$134.63	\$138.77	-2.98%	Average Cost per Vehicle Revenue Hour	\$137.86	\$130.06	5.99%
\$8.97	\$9.17	-2.15%	Average Cost per Passenger	\$9.36	\$8.77	6.79%
4.9	4.9	0.00%	Average Big Bus Age	4.9	4.9	0.00%

**Safety Data**

3	1	200.00%	Preventable Accidents	10	6	66.67%
3	2	50.00%	Nonpreventable Accidents	15	18	-16.67%
6	3	100.00%	Total Accidents	25	24	4.17%

Known DASH reporting error for February and March 2019. The issue is being investigated and line service numbers will be revised when resolved.

**March 2019**  
**Line Service Categories**

Current Month			Year to Date			
2019	2018	Percentage Changed	URBAN (1 - 34)	2019	2018	Percentage Changed
359,761	370,777	-2.97%	Total Monthly Passengers	1,030,905	1,049,145	-1.74%
31	31	0.00%	Service Days	89	89	0.00%
11,605.2	11,960.5	-2.97%	Average Daily Passengers	11,583.2	11,788.1	-1.74%
18.0702	18.1513	-0.45%	Passengers per Vehicle Hour	17.6944	17.8238	-0.73%
1.5653	1.5874	-1.39%	Passengers per Vehicle Mile	1.5333	1.5592	-1.66%
\$6.91	\$7.06	-2.05%	Total Operating Cost Per Passenger	\$7.22	\$6.74	7.18%
<b>SUBURBAN (101-104, 110)</b>						
11,574	11,446	1.12%	Total Monthly Passengers	33,500	33,612	-0.33%
21	22	-4.55%	Service Days	63	64	-1.56%
551.1	520.3	5.92%	Average Daily Passengers	531.7	525.2	1.24%
4.71	4.45	6.02%	Passengers per Vehicle Hour	4.5487	4.4888	1.34%
0.20	0.18	8.65%	Passengers per Vehicle Mile	0.1904	0.1834	3.84%
\$32.19	\$35.32	-8.85%	Total Operating Cost Per Passenger	\$33.61	\$32.69	2.83%
<b>EXPRESS (60 &amp; 61)</b>						
7,182	8,031	-10.57%	Total Monthly Passengers	20,664	23,240	-11.08%
21	22	-4.55%	Service Days	63	64	-1.56%
342.0	365.0	-6.30%	Average Daily Passengers	328.0	363.1	-9.67%
7.9197	8.4006	-5.72%	Passengers per Vehicle Hour	7.5955	8.3567	-9.11%
0.3122	0.3337	-6.43%	Passengers per Vehicle Mile	0.2995	0.3320	-9.79%
\$21.92	\$21.01	4.35%	Total Operating Cost Per Passenger	\$23.16	\$19.73	17.38%
<b>CIRCULATOR (50, 51, 53, &amp; 59)</b>						
6,482	5,911	9.66%	Total Monthly Passengers	17,778	16,820	5.70%
31	31	0.00%	Service Days	89	89	0.00%
209.1	190.7	9.65%	Average Daily Passengers	199.8	189.0	5.71%
3.8888	3.4587	12.43%	Passengers per Vehicle Hour	3.6002	3.4014	5.84%
0.2856	0.2511	13.76%	Passengers per Vehicle Mile	0.2641	0.2467	7.03%
\$35.37	\$40.87	-13.47%	Total Operating Cost Per Passenger	\$39.12	\$38.96	0.40%
<b>DASH (54)</b>						
8,109	14,809	-45.24%	Total Monthly Passengers	32,160	42,142	-23.69%
21	22	-4.55%	Service Days	63	64	-1.56%
386.1	673.1	-42.64%	Average Daily Passengers	510.5	658.5	-22.48%
8.7594	15.2670	-42.63%	Passengers per Vehicle Hour	11.5798	14.9334	-22.46%
1.1823	2.0554	-42.48%	Passengers per Vehicle Mile	1.5630	2.0106	-22.26%
\$7.21	\$4.20	71.49%	Total Operating Cost Per Passenger	\$5.60	\$4.06	38.02%
<b>GROCERY (91 - 95)</b>						
1,900	1,699	11.83%	Total Monthly Passengers	5,907	5,032	17.39%
21	22	-4.55%	Service Days	63	64	-1.56%
90.50	77.20	17.23%	Average Daily Passengers	93.8	78.6	19.34%
7.7525	6.5096	19.09%	Passengers per Vehicle Hour	7.9604	6.7453	18.01%
1.3370	1.1709	14.18%	Passengers per Vehicle Mile	1.3766	1.1927	15.42%
\$49.41	\$56.84	-13.07%	Total Operating Cost Per Passenger	\$50.48	\$52.10	-3.11%
<b>Sunday Line Service</b>						
19,690	16,369	20.29%	Total Monthly Passengers	50,603	48,891	3.50%
5	4	25.00%	Service Days	13	12	8.33%
3,938.0	4,092.3	-3.77%	Average Daily Passengers	3,892.5	4,074.3	-4.46%
12.69	13.19	-3.79%	Passengers per Vehicle Hour	12.54	13.13	-4.48%
1.1014	1.1540	-4.56%	Passengers per Vehicle Mile	1.0887	1.1489	-5.24%
\$8.49	\$8.23	3.23%	Total Operating Cost Per Passenger	\$8.81	\$7.81	12.75%
<b>Saturday Line Service</b>						
36,599	37,449	-2.27%	Total Monthly Passengers	93,213	91,475	1.90%
5	5	0.00%	Service Days	13	13	0.00%
7,319.8	7,489.8	-2.27%	Average Daily Passengers	7,170.2	7,036.5	1.90%
16.1336	16.4974	-2.21%	Passengers per Vehicle Hour	15.8039	15.4990	1.97%
1.3612	1.4037	-3.03%	Passengers per Vehicle Mile	1.3334	1.3188	1.10%
\$6.65	\$6.53	1.77%	Total Operating Cost Per Passenger	\$6.95	\$6.60	5.37%
<b>Call-A-Bus</b>						
117	115	1.74%	Total Monthly Passengers	348	349	-0.29%
<b>U of A ZipCard</b>						
17,315	18,624	-7.03%	Total Monthly Passengers	48,918	53,784	-9.05%
<b>Akron Public Schools ID Cards</b>						
43,014	48,114	-10.60%	Total Monthly Passengers	113,555	132,379	-14.22%

Known DASH reporting error for February and March 2019. The issue is being investigated and will be revised when resolved.

DASH error in Feb and Mar 2019.  
Will be revised when resolved.

METRO REGIONAL TRANSIT AUTHORITY  
MONTHLY REPORT OF OPERATIONS  
March 2019

4/18/2019

ROUTE # / DESCRIPTION	FAREBOX REVENUE	GENERAL FARE	TOT FAREBOX	EXPENSE			TOTAL PASSEN- GERS	REV HOURS	REV MILES	PEAK VEHICLES	PASSENGERS PER:		NET COST PER PASSENGER:			FAREBOX RECOVERY			
				PER REV HOUR	PER REV MILE	Allocation model					PER:	REV HOUR	REV MILE	Allocation Model	(Per Hour)	(Per Mile)	Allocation Model		
1 West Market	\$ 16,432	\$ 14,245	\$ 30,677	\$ 240,112	\$ 201,024	\$ 206,600	43,122	1,784	19,352	6	24.2	2.23	\$ 4.86	\$ 3.95	\$ 4.08	12.8%	15.3%	14.8%	
2 Arlington	\$ 17,445	\$ 13,644	\$ 31,089	\$ 213,290	\$ 194,946	\$ 191,112	41,303	1,584	18,767	6	26.1	2.20	\$ 4.41	\$ 3.97	\$ 3.87	14.6%	15.9%	16.3%	
3 Copley/Hawkins	\$ 9,583	\$ 7,488	\$ 17,071	\$ 158,865	\$ 129,222	\$ 142,850	22,668	1,180	12,440	5	19.2	1.82	\$ 6.26	\$ 4.95	\$ 5.55	10.7%	13.2%	12.0%	
4 Delia/N Hawkins	\$ 4,924	\$ 3,796	\$ 8,720	\$ 73,116	\$ 68,060	\$ 78,720	11,490	543	6,552	4	21.2	1.75	\$ 5.60	\$ 5.16	\$ 6.09	11.9%	12.8%	11.1%	
5 East Market/Ellet	\$ 3,476	\$ 2,872	\$ 6,348	\$ 79,852	\$ 90,979	\$ 80,004	8,694	593	8,758	3	14.7	0.99	\$ 8.45	\$ 9.73	\$ 8.47	7.9%	7.0%	7.9%	
6 E. Market/Lakemore	\$ 6,027	\$ 7,223	\$ 13,250	\$ 138,386	\$ 144,979	\$ 134,906	21,866	1,028	13,957	5	21.3	1.57	\$ 5.72	\$ 6.02	\$ 5.56	9.6%	9.1%	9.8%	
7 Cuyahoga Falls Ave	\$ 4,651	\$ 4,412	\$ 9,063	\$ 110,192	\$ 90,185	\$ 102,741	13,357	819	8,682	4	16.3	1.54	\$ 7.57	\$ 6.07	\$ 7.01	8.2%	10.0%	8.8%	
8 Kenmore/Barberton	\$ 9,030	\$ 6,754	\$ 15,783	\$ 138,855	\$ 134,090	\$ 126,409	20,445	1,031	12,908	4	19.8	1.58	\$ 6.02	\$ 5.79	\$ 5.41	11.4%	11.8%	12.5%	
9 Wooster/East Ave	\$ 5,320	\$ 4,654	\$ 9,975	\$ 99,018	\$ 84,539	\$ 89,020	14,090	736	8,138	3	19.2	1.73	\$ 6.32	\$ 5.29	\$ 5.61	10.1%	11.8%	11.2%	
10 Howard/Portage Tr	\$ 6,911	\$ 6,050	\$ 12,961	\$ 144,612	\$ 139,320	\$ 137,156	18,314	1,074	13,412	5	17.0	1.37	\$ 7.19	\$ 6.90	\$ 6.78	9.0%	9.3%	9.4%	
11 South Akron	\$ 804	\$ 907	\$ 1,712	\$ 31,523	\$ 26,810	\$ 28,620	2,747	234	2,581	1	11.7	1.06	\$ 10.85	\$ 9.14	\$ 9.80	5.4%	6.4%	6.0%	
12 Tallmadge Hill	\$ 4,224	\$ 4,757	\$ 8,980	\$ 123,727	\$ 91,550	\$ 116,908	14,399	919	8,813	5	15.7	1.63	\$ 7.97	\$ 5.73	\$ 7.50	7.3%	9.8%	7.7%	
13 Grant/Firestone	\$ 5,500	\$ 4,881	\$ 10,381	\$ 104,893	\$ 77,017	\$ 97,403	14,775	779	7,414	4	19.0	1.99	\$ 6.40	\$ 4.51	\$ 5.89	9.9%	13.5%	10.7%	
14 Euclid/Barberton	\$ 10,085	\$ 7,430	\$ 17,515	\$ 215,094	\$ 201,297	\$ 186,608	22,493	1,598	19,378	5	14.1	1.16	\$ 8.78	\$ 8.17	\$ 7.52	8.1%	8.7%	9.4%	
17 Brown/Inman	\$ 7,436	\$ 5,290	\$ 12,726	\$ 121,142	\$ 104,273	\$ 117,948	16,014	900	10,038	5	17.8	1.60	\$ 6.77	\$ 5.72	\$ 6.57	10.5%	12.2%	10.8%	
18 Thornton/Manchester	\$ 6,269	\$ 4,667	\$ 10,937	\$ 102,315	\$ 107,580	\$ 101,841	14,129	760	10,356	4	18.6	1.36	\$ 6.47	\$ 6.84	\$ 6.43	10.7%	10.2%	10.7%	
19 Eastland	\$ 6,069	\$ 4,899	\$ 10,968	\$ 114,159	\$ 85,483	\$ 103,966	14,830	848	8,229	4	17.5	1.80	\$ 6.96	\$ 5.02	\$ 6.27	9.6%	12.8%	10.5%	
21 South Main	\$ 632	\$ 776	\$ 1,408	\$ 25,916	\$ 19,415	\$ 24,217	2,349	193	1,869	1	12.2	1.26	\$ 10.43	\$ 7.67	\$ 9.71	5.4%	7.3%	5.8%	
24 Lakeshore	\$ 1,405	\$ 1,289	\$ 2,694	\$ 33,717	\$ 23,633	\$ 35,864	3,902	250	2,275	2	15.6	1.72	\$ 7.95	\$ 5.37	\$ 8.50	8.0%	11.4%	7.5%	
26 Exchange/Whitepond	\$ 2,098	\$ 1,786	\$ 3,884	\$ 67,830	\$ 61,254	\$ 61,249	5,406	504	5,897	2	10.7	0.92	\$ 11.83	\$ 10.61	\$ 10.61	5.7%	6.3%	6.3%	
28 Merriman Valley	\$ 779	\$ 1,363	\$ 2,143	\$ 50,936	\$ 46,050	\$ 56,006	4,127	378	4,433	3	10.9	0.93	\$ 11.82	\$ 10.64	\$ 13.05	4.2%	4.7%	3.8%	
30 Goodyear/Darrow	\$ 3,891	\$ 3,379	\$ 7,269	\$ 97,937	\$ 89,509	\$ 89,388	10,228	727	8,617	3	14.1	1.19	\$ 8.86	\$ 8.04	\$ 8.03	7.4%	8.1%	8.1%	
33 State Rd/Wyoga Lake	\$ 1,933	\$ 1,611	\$ 3,545	\$ 49,543	\$ 53,480	\$ 49,999	4,878	368	5,148	2	13.3	0.95	\$ 9.43	\$ 10.24	\$ 9.52	7.2%	6.6%	7.1%	
34 Cascade Village/Uhler	\$ 5,114	\$ 4,669	\$ 9,783	\$ 145,276	\$ 122,743	\$ 127,681	14,135	1,079	11,816	4	13.1	1.20	\$ 9.59	\$ 7.99	\$ 8.34	6.7%	8.0%	7.7%	
50 Montrose Circulator	\$ 545	\$ 547	\$ 1,092	\$ 63,416	\$ 61,333	\$ 65,582	1,656	471	5,904	3	3.5	0.28	\$ 37.64	\$ 36.38	\$ 38.94	1.7%	1.8%	1.7%	
51 Stow Circulator	\$ 569	\$ 486	\$ 1,055	\$ 58,617	\$ 76,504	\$ 59,228	1,471	435	7,365	2	3.4	0.20	\$ 39.13	\$ 51.29	\$ 39.55	1.8%	1.4%	1.8%	
53 Portage/Graham	\$ 1,489	\$ 728	\$ 2,217	\$ 56,826	\$ 62,193	\$ 62,224	2,205	422	5,987	3	5.2	0.37	\$ 24.77	\$ 27.20	\$ 27.21	3.9%	3.6%	3.6%	
54 DASH Downtown	\$ 6	\$ -	\$ 6	\$ 124,631	\$ 71,246	\$ 106,852	8,109	926	6,859	4	8.8	1.18	\$ 15.37	\$ 8.79	\$ 13.18	0.0%	0.0%	0.0%	
59 Chapel Hill Circulator	\$ 577	\$ 380	\$ 957	\$ 41,371	\$ 35,481	\$ 42,208	1,150	307	3,416	2	3.7	0.34	\$ 35.14	\$ 30.02	\$ 35.87	2.3%	2.7%	2.3%	
60 NC Express Chapel Hill	\$ 553	\$ 380	\$ 932	\$ 21,439	\$ 45,854	\$ 33,531	1,149	159	4,414	2	7.2	0.26	\$ 17.85	\$ 39.10	\$ 28.37	4.3%	2.0%	2.8%	
61 NC Express Montrose	\$ 7,650	\$ 1,993	\$ 9,643	\$ 100,647	\$ 193,080	\$ 123,893	6,033	748	18,587	5	8.1	0.32	\$ 15.08	\$ 30.41	\$ 18.94	9.6%	5.0%	7.8%	
101 Richfield/Bath	\$ 184	\$ 449	\$ 633	\$ 41,607	\$ 76,504	\$ 56,814	1,359	309	7,365	3	4.4	0.18	\$ 30.15	\$ 55.83	\$ 41.34	1.5%	0.8%	1.1%	
102 Northfield Express	\$ 106	\$ 999	\$ 1,105	\$ 96,595	\$ 207,740	\$ 104,489	3,024	718	19,998	2	4.2	0.15	\$ 31.58	\$ 68.33	\$ 34.19	1.1%	0.5%	1.1%	
103 Stow/Hudson	\$ 134	\$ 999	\$ 1,133	\$ 57,533	\$ 106,935	\$ 64,438	3,024	427	10,294	2	7.1	0.29	\$ 18.65	\$ 34.99	\$ 20.93	2.0%	1.1%	1.8%	
104 Twinsburg Creekside	\$ 181	\$ 658	\$ 839	\$ 86,182	\$ 152,636	\$ 95,117	1,993	640	14,694	3	3.1	0.14	\$ 42.82	\$ 76.17	\$ 47.30	1.0%	0.5%	0.9%	
110 Green/Springfield	\$ 182	\$ 718	\$ 900	\$ 48,580	\$ 65,334	\$ 51,740	2,174	361	6,290	2	6.0	0.35	\$ 21.93	\$ 29.64	\$ 23.39	1.9%	1.4%	1.7%	
91 Monday Grocery	\$ 386	\$ 140	\$ 526	\$ 6,462	\$ 4,537	\$ 17,668	425	48	437	2	8.9	0.97	\$ 13.97	\$ 9.44	\$ 40.33	8.1%	11.6%	3.0%	
92 Tuesday Grocery	\$ 986	\$ 86	\$ 1,072	\$ 4,874	\$ 2,169	\$ 16,369	259	36	209	2	7.2	1.24	\$ 14.68	\$ 4.24	\$ 59.06	22.0%	49.4%	6.5%	
93 Wednesday Grocery	\$ 911	\$ 106	\$ 1,017	\$ 5,574	\$ 2,585	\$ 16,822	321	41	249	2	7.8	1.29	\$ 14.20	\$ 4.88	\$ 49.24	18.2%	39.3%	6.0%	
94 Thursday Grocery	\$ 682	\$ 148	\$ 1,088	\$ 6,922	\$ 2,654	\$ 17,555	447	68	271	3	6.6	1.65	\$ 18.64	\$ 4.45	\$ 55.10	9.1%	29.5%	3.3%	
95 Friday Grocery	\$ 940	\$ 148	\$ 1,088	\$ 3,298	\$ 5,890	\$ 16,235	1,296	25	567	2	8.7	1.75	\$ 13.02	\$ 3.50	\$ 36.76	15.7%	41.0%	6.2%	
JARC	\$ 4	\$ 428	\$ 432	\$ -	\$ -	\$ -	-	-	-	-	52.9	2.29	\$ 2.21	\$ 4.21	\$ 12.19	13.1%	7.3%	2.7%	
LOOP	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-	-	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%	
ZONE	\$ 55	\$ 297	\$ 352	\$ 44,952	\$ -	\$ 97,454	899	334	-	11	2.7	-	\$ 49.61	\$ (0.39)	\$ 108.01	0.8%	0.0%	0.4%	
SCAT	\$ 47,065	\$ 5,755	\$ 52,819	\$ 1,058,709	\$ 1,180,830	\$ 845,204	17,421	7,864	113,674	35	2.2	0.15	\$ 57.74	\$ 64.75	\$ 45.48	5.0%	4.5%	6.2%	
TOTALS:	Line Service	\$ 156,179	\$ 128,532	\$ 284,711	\$ 3,558,996	\$ 3,562,931	\$ 3,560,894	397,203	2,126,436	342,990	147	15.0	1.16	\$ 8.24	\$ 9.55	\$ 8.25	8.0%	8.0%	8.0%
TOTALS:	SCAT	\$ 47,065	\$ 5,755	\$ 52,819	\$ 1,058,709	\$ 1,180,830	\$ 845,204	17,421	7,864	113,674	35	2.2	0.15	\$ 57.74	\$ 64.75	\$ 45.48	5.0%	4.5%	6.2%

**2019 MONTHLY RIDERSHIP BY ROUTE**

Route#	Description	JAN	FEB	MAR	% Change	Mar-18	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
1	West Market	38,510	40,016	43,122	1.9%	42,318									
2	Arlington	38,893	39,701	41,303	-2.2%	42,252									
3	Copley Rd/Hawkins	20,637	21,833	22,668	-2.5%	23,246									
4	Delia/N Hawkins	10,071	10,894	11,490	4.3%	11,013									
5	East Market/Ellet	7,748	8,141	8,694	23.4%	7,046									
6	East Market/Lakemore	19,105	20,364	21,866	8.2%	20,216									
7	Cuyahoga Falls Ave	11,718	12,087	13,357	-1.5%	13,558									
8	Kenmore/Barberton	20,248	19,160	20,445	-7.0%	21,982									
9	Wooster/East Ave	12,191	13,947	14,090	-12.7%	16,142									
10	Howard/Portage Trail	17,508	18,046	18,314	-13.5%	21,164									
11	South Akron	2,361	2,426	2,747	-1.7%	2,794									
12	Tallmadge Hill	12,711	13,547	14,399	8.3%	13,291									
13	Grant/Firestone Park	14,386	14,526	14,775	-3.7%	15,348									
14	Euclid/Barberton XP	21,171	21,684	22,493	-6.1%	23,958									
17	Brown/Inman	14,300	14,793	16,014	-5.3%	16,906									
18	Thornton/Manchester	12,702	12,883	14,129	-5.9%	15,017									
19	Eastland	13,670	13,812	14,830	-5.8%	15,737									
21	South Main	2,302	2,291	2,349	5.1%	2,235									
24	Lakeshore	3,516	3,963	3,902	-1.6%	3,965									
26	W Exchange/White Pond	5,785	5,629	5,406	-13.3%	6,238									
28	Merriman Valley	3,075	3,699	4,127	-8.9%	4,532									
30	Goodyear/Darrow	9,297	9,367	10,228	-5.9%	10,873									
33	State Rd/Wyoga Lake	5,010	5,112	4,878	-17.5%	5,913									
34	Cascade Village/Uhler	12,649	13,659	14,135	-6.0%	15,033									
50	Montrose Circulator	1,280	1,430	1,656	15.6%	1,433									
51	Stow Circulator	1,384	1,415	1,471	9.9%	1,338									
53	Portage/Graham	1,791	2,036	2,205	14.8%	1,920									
54	<b>DASH Circulator</b>	11,611	12,440	8,109	-45.2%	14,809									
59	Chapel Hill Circulator	942	1,018	1,150	-5.7%	1,220									
60	NCX Chapel Hill/Cleveland	1,207	1,041	1,149	-20.2%	1,439									
61	NCX Montrose/Cleveland	5,788	5,446	6,033	-8.5%	6,592									
101	Richfield/Bath	1,006	950	1,359	22.3%	1,111									
102	Northfield Express	3,204	2,927	3,024	-11.9%	3,431									
103	Stow/Hudson	2,499	2,650	3,024	14.6%	2,638									
104	Twinsburg Creekside	2,188	2,068	1,993	2.6%	1,943									
110	Green/Springfield	2,308	2,126	2,174	-6.4%	2,323									
<b>TOTAL:</b>		<b>364,772</b>	<b>377,127</b>	<b>393,108</b>	<b>-4.3%</b>	<b>410,974</b>	<b>0</b>								

DASH error in Feb and Mar 2019. Will be revised when resolved.

# Communications & Marketing

– Marketing by Infographic – Q1 2019 –



## SOCIAL MEDIA



FACEBOOK  
We published 80 posts (-20%) and page likes increased by 6%. Our rating is 3.6/5.



TWITTER  
Tweet impressions totaled 120.4K (+21%). We have 35 new followers (+9%).



INSTAGRAM  
We received an average of 32 likes per post (+6%). We have 347 followers (+22%).



YOUTUBE  
Our channel views increased by 50%.



WORDPRESS  
SummitStories.org views totaled 287 (-16%).

## AKRONMETRO.ORG



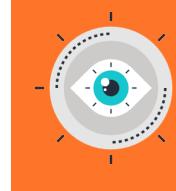
**34%**  
of our users were new visitors.



**90%**  
of visitors viewed from a mobile device.



We added six blog posts & two job postings to the site.



Total web views:  
**845K**  
from 296K sessions.

## IN THE MEDIA



METRO was mentioned 33 times in news stories & blurbs.

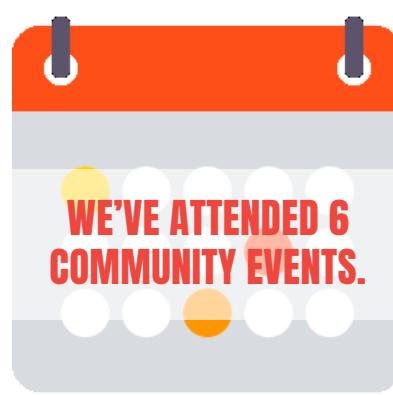
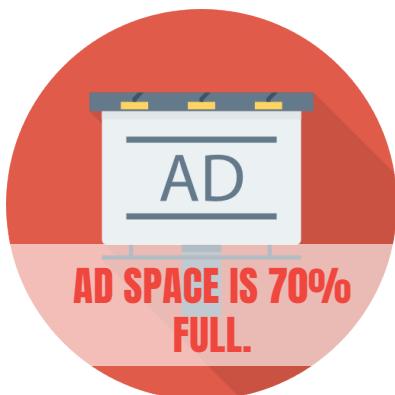


732 METRO spots aired on traditional radio. 81,500 spots aired on digital mediums.



Two print ads were designed & printed in multiple publications.

## COMMUNITY SUPPORT



# The APD Group

## The APD - Asset Protection and Development Group

(Human Resources / Safety / Security)

Chair: Louise Gissendaner

Heather Heslop Licata

Chuck Rector

Donald Christian

Alt: Robert DeJournett

Leadership Team Members: Jay Hunter, Shawn Metcalf



April 16, 2019

To: Dawn Distler, Executive Director  
Robert DeJournett, Board President and all other Board Members

From: Shawn Metcalf, Director of Safety and Security/Chief of Police

RE: March 2019 Safety and Security Report

METRO RTA employees were involved in nine (9) accidents during March 2019, three (3) from SCAT and six (6) from Line Service. Five (5) accidents were classified as Preventable and four (4) as Non-Preventable. Operators with preventable accidents met with Manager of Safety Quentin Wyatt. The onboard video was reviewed with the operators, and reasonable measures that could have been utilized to avoid the accident and prevent others in the future were discussed.

In March the METRO Transit Police, Akron Police Department, and the Summit County Sheriff's Office responded to thirty-four (34) documented incidents at the Robert K. Pfaff Transit Center, bus shelters, and aboard buses. Akron Fire and EMS responded to the transit center on nine (9) occasions. The random stop program officers boarded twenty-three (23) buses and checked and cleared thirty-seven (37) shelters.

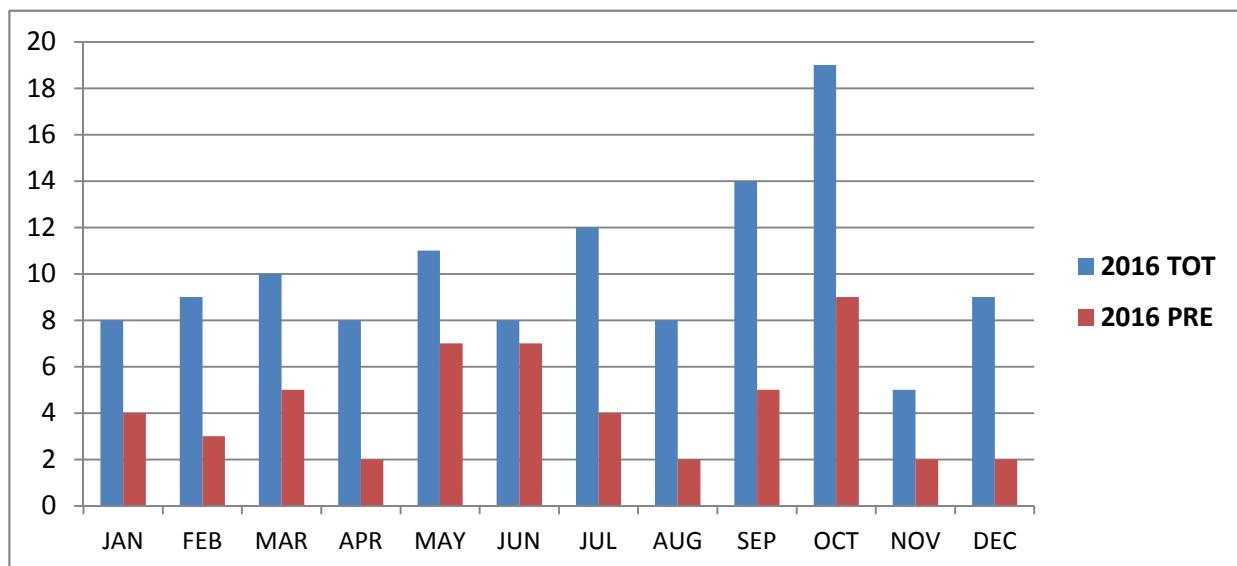
Thomas Worldwide reported no vehicle accidents while transporting METRO RTA passengers.

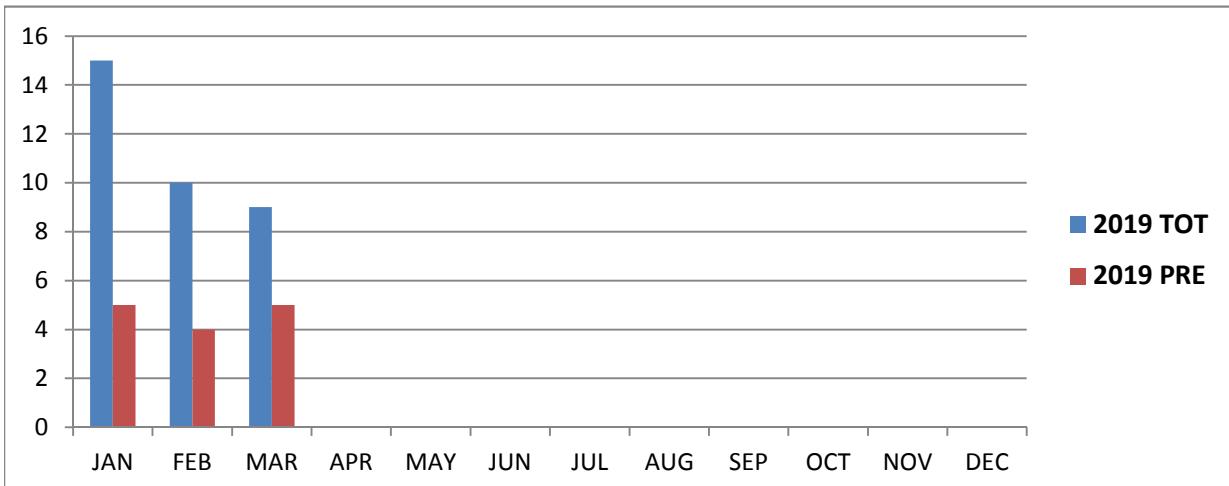
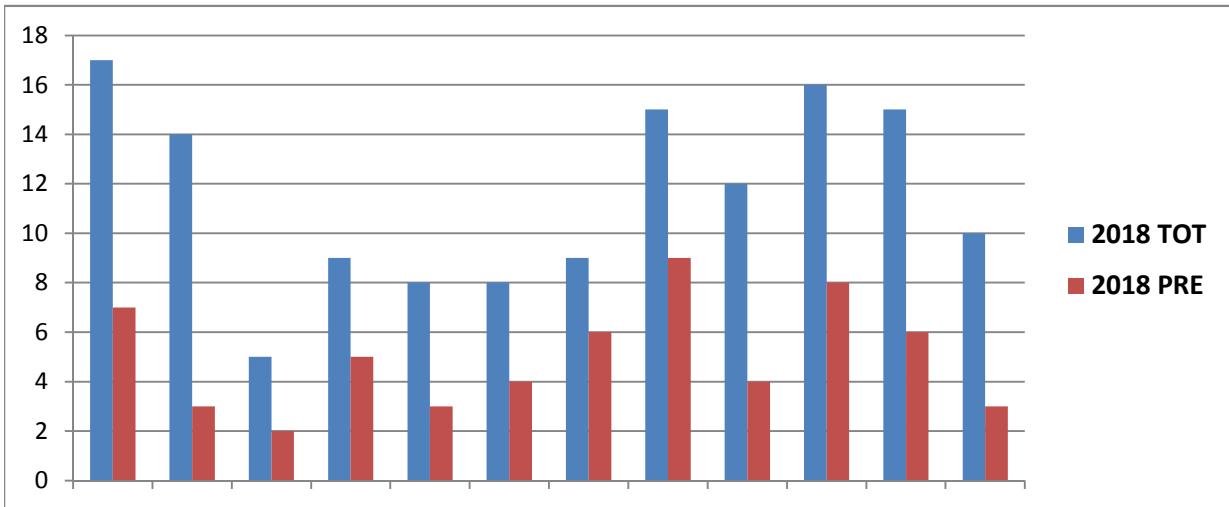
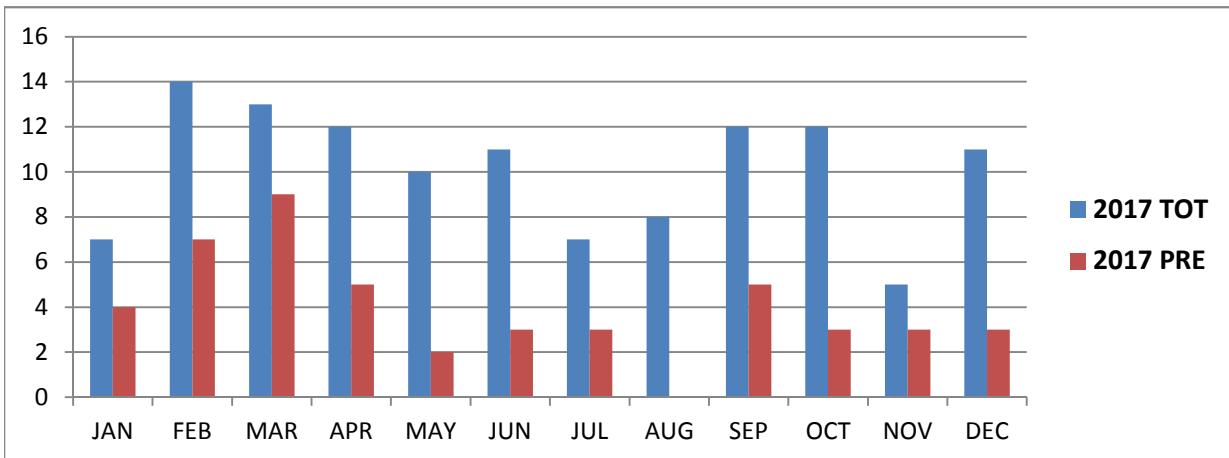
Seven employees from Human Resources, Customer Service, Operations, Maintenance, Safety, and Security attended the Ohio Safety Congress & Expo in Columbus, OH, March 6-8.

# 2016 - 2019 TOTAL ACCIDENTS

	2016		2017		2018		2019	
	TOT	PRE	TOT	PRE	TOT	PRE	TOT	PRE
JAN	8	4	7	4	17	7	15	5
FEB	9	3	14	7	14	3	10	4
MAR	10	5	13	9	5	2	9	5
APR	8	2	12	5	9	5		
MAY	11	7	10	2	8	3		
JUN	8	7	11	3	8	4		
JUL	12	4	7	3	9	6		
AUG	8	2	8	0	15	9		
SEP	14	5	12	5	12	4		
OCT	19	9	12	3	16	8		
NOV	5	2	5	3	15	6		
DEC	9	2	11	3	10	3		

Total	121	52	122	47	138	60	34	14
% Prev	42.98		38.52		43.48		41.18	





### 2019 Total Accidents

Total Miles 1,534,195  
 Total Accidents 34  
 Miles Between Total Accidents 45,123.38  
 Total Accidents Per Million Miles 22.16

### 2019 Preventable Accidents

Total Miles 1,534,195  
 Total Preventable Accidents 14  
 Miles Between Accidents 109,585.36  
 Total Preventable Accidents Per Million Miles 9.13

## MARCH 2019 ACCIDENT REPORT

Date	Preventable	Non-Preventable	SCAT	LINE	Non-Revenue	Property Damage	Personal Injury	Operator Cited	Disabling Damage	Details
3/1/2019	1		1			1				Bus Struck O/V
3/4/2019	1			1		1			1	Mirror Strike
3/7/2019		1	1							Loose Concrete Struck Bus
3/11/2019	1		1				1			Mobility Unit Issue / Securement
3/12/2019		1		1		1				O/V Ran Light Struck Bus
3/12/2019	1			1		1				Bus Struck Bus in Garage
3/20/2019	1			1		1				Struck O/V While Turning
3/22/2019		1		1		1				O/V Struck Bus Mirror
3/22/2019		1		1		1				O/V Rear Ended Stopped Bus
<b>SUM</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>0</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>1</b>	
<b>%</b>	<b>55.56</b>	<b>44.44</b>	<b>33.33</b>	<b>66.67</b>	<b>0.00</b>	<b>77.78</b>	<b>11.11</b>	<b>0.00</b>	<b>11.11</b>	
<b>TOTAL</b>	<b>9</b>									



April 17, 2019

TO: Dawn Distler, Executive Director & Secretary/Treasurer  
Robert DeJournett, Board President,  
and All Other Board Members

FROM: Human Resources

RE: April 2019 Human Resources Report

During March 2019, METRO RTA hired 14 (fourteen) new employees. During March 2019, there was three (3) employees that exited (2 involuntary and 1 retirement).

METRO RTA employees participated in 1,337.75 training hours during the month of March 2019.

<u>*OHSA Recordable Rate</u>		<u>**DART Rate</u>	
2018 YTD	8.27	2018 YTD	4.72
2019 YTD	7.17	2019 YTD	4.30

*\*OSHA – Occupational Safety & Health Administration*

*\*\*DART – Days Away, Restricted Transfer*

During the month of March 2019, there were two (2) work-related injuries reported requiring medical treatment; none of them resulted in lost time.

#### Upcoming Events

The next HR Days in the Bullpen and at the Transit Center will be May 9<sup>th</sup> and May 15<sup>th</sup>, 2019, respectively. The theme is Vision & Arthritis Awareness Month.

Planning is underway for the Annual METRO RTA Picnic. It will be held on Wednesday, June 12, 2019.

**HUMAN RESOURCES MONTHLY REPORT**  
**METRO REGIONAL TRANSIT AUTHORITY**  
 March 31, 2019

CURRENT MONTH	LAST MONTH	% CHANGE		CURRENT MONTH	LAST YEAR March 2018	% CHANGE
422	411	2.68%	TOTAL EMPLOYEES	422	398	6.03%
284	273	4.03%	TOTAL OPERATORS	284	260	9.23%
224	225	-0.44%	FULL-TIME OPERATORS	225	239	-5.86%
1	1	0.00%	EXTRA BOARD FILL-IN	1	1	0.00%
59	47	20.34%	SPECIAL SERVICE OPS	59	20	195.00%
39	39	0.00%	MECHANICS	39	40	-2.50%
16	16	0.00%	VEHICLE SERVICE	16	16	0.00%
70	70	0.00%	SALARIED STAFF	70	65	7.69%
13	13	0.00%	OFFICE PERSONNEL	13	17	-23.53%
155	156	-0.64%	MALE NON-MINORITY	155	152	1.97%
119	113	5.04%	MALE MINORITY	119	106	12.26%
43.43%	42.01%	3.38%	% MINORITY	43.43%	41.09%	5.69%
69	67	2.99%	FEMALE, NON-MINORITY	69	71	-2.82%
79	75	5.33%	FEMALE, MINORITY	79	69	14.49%
53.38%	52.82%	1.06%	% MINORITY	53.38%	49.29%	8.30%
46.92%	45.74%	2.57%	TOTAL MINORITY	46.92%	43.97%	6.71%
35.07%	34.55%	1.51%	TOTAL FEMALE	35.07%	35.18%	-0.31%

CURRENT MONTH	LAST YEAR MAR 2018	% CHANGE		Y-T-D 2019	Y-T-D 2018	% CHANGE
14	2	0.01%	NEW HIRES	23	3	666.67%
3	1	200.00%	TERMINATIONS	8	8	0.00%
2	0	0.00%	INVOLUNTARY TERM	5	2	150.00%
1	1	0.00%	VOLUNTARY TERM	6	6	0.00%
0	0	0.00%	PROMOTIONS	9	4	125.00%
0	0	0.00%	TRANSFERS	1	0	0.00%
2	1	100.00%	ON-THE-JOB INJURIES	9	8	12.50%
2	1	100.00%	# WORKERS COMP CLAIMS	9	8	-9.00%
4	7	-42.86%	SIC/ACC CLAIMS	14	14	0.00%
6.52%	6.61%	-1.36%	% OP ABSENTEEISM	6.39%	6.78%	-5.75%
1,337.75	1,395.25	-4.12%	# TRAINING HOURS	4,440.00	3,977.25	11.63%
1.95%	1.94%	-98.05%	% TRAINING/WORKING HRS	2.14%	1.94%	10.56%
68,489	70,058	-2.24%	TOTAL WORKING HOURS	207,015	205,071	0.95%

**METRO REGIONAL TRANSIT AUTHORITY**  
**MONTHLY ATTENDANCE / LABOR**

MTD 2019	MTD 2018	(VAR)	MARCH	YTD 2019	YTD 2018	(VAR)
0	0	#N/A	NO PHYSICAL	4	2	100.0%
13	16	-18.8%	RANDOM TESTING	43	40	7.5%
160	238	-32.8%	FMLA	626	701	-10.7%
0	0	#N/A	TEMP ASSIGN	0	83	#N/A
324	427	-24.1%	SICK	1,033	1,096	-5.7%
92	87	5.7%	PERS LV	303	450	-32.7%
8	2	300.0%	LOA	14	11	27.3%
11	6	83.3%	TRADE	36	8	350.0%
7	7	0.0%	BIRTHDAY	26	27	-3.7%
13	11	18.2%	UNION BUS	45	38	18.4%
33	25	32.0%	SUSPENSION	49	62	-21.0%
7	9	-22.2%	FUNERAL LV	22	23	-4.3%
0	4	#N/A	JURY DUTY	1	4	-75.0%
0	0	#N/A	REPORT OFF	0	0	#N/A
0	0	#N/A	TRADE, UNION	0	0	#N/A
0	0	#N/A	OK OFFICE	5	1	400.0%
1	0	#N/A	LICENSE EXP	5	0	#N/A
0	0	#N/A	EXCUSED	0	0	#N/A
0	1	#N/A	WITNESS TIME	0	4	#N/A
2	3	-33.3%	ADT POST ACCIDENT	4	10	-60.0%
0	0	#N/A	TRANSIT AMBASSADOR	0	0	#N/A
0	4	#N/A	TRANSITIONAL WORK	10	33	-69.7%
671	840	-20.1%		2,226	2,594	-14.2%
38	23	65.2%	MISS OUTS	106	72	47.2%
1,928	4,867	-60.4%	UNSCHEDULED OT	7,165	12,536	-42.8%
399	405	-1.5%	SCHEDULED OT	1,176	1,187	-0.9%
200	194	3.1%	PAD TIME	587	576	1.9%
137	38	260.5%	MINIMUM DAILY GUAR	274	119	130.3%
27,251	27,584	-1.2%	PLATFORM LINE TIME	79,905	79,402	0.6%
10,231	11,105	-7.9%	SCAT PLATFORM TIME	30,015	31,793	-5.6%
1,387	1,393	-0.4%	DEADHEAD TRAVEL	4,078	3,952	3.2%
0	37	#N/A	BOE PLT	0	103	#N/A
42,258	44,226	-4.4%	TOTAL LABOR	125,719	126,103	-0.3%
4.56%	11.00%		UOT/LABOR	5.70%	9.94%	
21	23	-8.7%	WKDYS	64	66	-3.0%
5	4	25.0%	SUN	13	12	8.3%
5	4	25.0%	SAT	13	12	8.3%
%						
3,300	2,695	METRO	PULL OUT PERFORMANCE	2,044	2,137	SCAT
26	0	LATE		71	85	LATE
99.21%	100.00%	% ON TIME		96.53%	96.02%	% ON TIME